PLAINTIFFS' RESPONSE TO DEFENDANT CSG'S MOTION FOR SUMMARY JUDGMENT

EXHIBIT 3

State of Michigan UNEMPLOYMENT INSURANCE AGENCY DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

UI SYSTEM Integration Project

Requirement Session Minutes

Requirement Session MINUTES			
Team / Sub-Function area:	Team 2 – Benefits 5 – Non-Monetary Determination		
Date:	April 1, 2010	Time:	1:00 – 4:00 pm
Date:	April 6, 2010	Time:	1:00 – 4:00 pm
Date:	April 8, 2010	Time:	1:00 – 4:00 pm
Date:	April 13, 2010	Time:	1:00 – 4:00 pm
Date:	April 15, 2010	Time:	1:00 – 4:00 pm
Date:	April 20, 2010	Time:	1:00 – 4:00 pm
Date:	April 22, 2010	Time:	1:00 – 4:00 pm
Date:	April 26, 2010	Time:	1:00 – 4:00 pm

Meeting Participants			
CSG BA:		State of Michigan BA:	
David Hamermesh		Jocelyn Clarke	
Required (R) and Optional (O) Attendees: (P=present, A=absent, S=substitute)			
Attendance	Name	Attendance	Name
	Sue Easton		Kristine Sparks
	Linda Nadon		Carol Dixon
	Penny Adkins		Mary Jo Kaminski
	Carrie Dillon		Margaret Evans
	Joyce Surprenant		Laurie Patrick
	Shirley Sutton		

Requirement Status:			
Item #	ID	Description	Comment:
1.	1	The system must have the ability to open issues outside of the claims filing and certification processes.	Complete

State of Michigan
UNEMPLOYMENT INSURANCE AGENCY
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Requirement Status:

2.	2	The system must identify the program type when an issue is opened.	Complete
3.	3	The system must collect information related to the opening of an issue based on the Fact Finding code and business rules. This information includes the following for separation issues: Issue ID date, SSN, Employer (employer attached issues), separating circumstances, separation date, etc. For non-separation issues: Issue ID date, SSN, effective and end date of issue, etc.	Complete
4.	4	The system must determine the issue and circumstance based on information collected on the issue. (e.g., if issue code is 'Misconduct', user must be able to indicate the circumstance such as poor performance or violation of company policy).	Complete
5.	6	The system must have the ability to use business rules to determine the adjudication level for newly opened issues.	Complete
6.	7	The system must have the ability to update the adjudication level for remuneration if the determination holds the claimant ineligible and weeks were paid during the period of ineligibility.	Complete
7.	8	The system must have the ability to prevent duplicate issues (same claimant, same issue code, same time period, same employer, same separation date) from being opened/saved.	Complete
8.	9	If an issue is established, the system will determine whether to place the necessary holds on payment based on business rules.	Complete
9.	10	The system must have the ability to open issues at the fact finding level.	Complete
10.	11	The system will generate a claimant fact finding questionnaire(s) to issues opened independent of the claims filing or certification processes with questions specific to the issue that was created.	Complete
11.	12	The system will generate an employer fact finding questionnaire(s) to issues opened independent of the claims filing or certification processes with questions specific to the issue that was created attached to the involved employer.	Complete

Requirement Status:

12.	13	The system must allow staff to manually select specific known parties to receive fact-finding questionnaires.	Complete
13.	14	The System must allow rebuttal/follow up statements.	Complete
14.	15	The system must have the ability to automatically generate supplemental forms in relation to an issue based on the fact finding code for the issue.	Complete
15.	16	The system must have the ability for staff to manually generate supplemental forms in relation to an issue.	Complete
16.	17	The system must have the ability to associate supplemental forms with the open issue.	Complete
17.	18	The system must have the ability to track the status of an issue. Sample statuses may include Opened, Closed, Deleted, Awaiting Fact Finding, Under Review.	Complete
18.	19	If the issue code is one which requires rework to satisfy a disqualification, the system must have the ability to automatically calculate the amount of earnings required to satisfy the rework amount.	Complete
19.	20	If the issue code is one which requires weeks and amount of earnings to requalify for benefits, the system must have the ability to identify the number of weeks and amount of earnings required.	Complete
20.	21	The system must have the ability to determine if rework has been satisfied by subsequent employment for separation issues.	Complete
21.	22	The system will have the ability to automatically create a multi-claimant issue based on business rules.	Complete
22.	24	The System must determine the duration of the issue. (start and stop dates of disq/ineligibility)	Complete
23.	28	System must notify Business User to initiate investigation of a potential labor dispute.	Complete
24.	29	System must allow Business User to enter obtained data on labor dispute, contact information for union(s) involved in labor dispute and other labor dispute information.	Complete
25.	33	System must upload data received from Employer(s) and/or Union(s) on participating workers involved in a	Complete

Requirement Status:

		labor dispute.	
26.	41	The system will determine what parties need to receive a fact-finding questionnaire, based on business rules.	Complete
27.	42	The system must allow the business user to view the completed fact finding questionnaires based on the issue and fact finding code	Complete
28.	44	The system should display the reasoning for the decision, conclusionary statement and citation of law based on issue and fact finding code	Complete
29.	45	Each nonmonetary determination record must include the following information: employer (if employer is attached to the issue), the claim and program under which the determination is made, the result of the determination, the issue and fact finding code, the section of the law, the beginning date of the disqualification, the end date of the disqualification if not indefinite, the date the determination was issued and the adjudicator (could be system generated) who closed the issue.	Complete
30.	46	The system must provide the ability for staff to update the issue code/fact finding code, employer attached to the issue as part of the adjudication process.	Complete
31.	47	The system must have the ability to automatically update the status of an issue once a determination has been made.	Complete
32.	51	If a determination results in a overpayment, the system will require a determination on fraud/non-fraud, based on business rules.	Complete
33.	52	The system must have the ability to issue a single notice with multiple nonmonetary determinations based on business rules (e.g., separation issue/overpayment/fraud).	Complete
34.	54	The system must have the ability for staff to delete an issue if determined that no issue exists.	Complete
35.	55	The system must have the ability to track all deleted issues and identify the staff responsible for deletion and the reason for deletion.	Complete
36.	58	The system must have the ability to automatically	Complete

Requirement Status:

		generate a nonmonetary determination to all interested parties attached to the issue.	
37.	59	The system must have the ability for staff to generate a copy of the nonmonetary determination to other interested parties.	Complete
38.	60	The system must have the ability to generate reprints of nonmonetary determinations to all interested parties.	Complete
39.	61	The system must have the ability to enter and store the mail date of the nonmonetary determination, how it was generated and an image of the determination at the point in which the determination is mailed.	Complete
40.	62	Defined denial periods will be based on existing business rules.	Complete
41.	70	The System must have the ability to automatically adjudicate issues without staff intervention.	Complete
42.	71	The System must allow a Business User to reconsider a determination.	Complete
43.	72	The System must allow the Business User to correct a determination.	Complete
44.	73	If the system identifies more than one possible match among existing completed master releases, the system will require a user to indicate which master release applies to the issue.	Complete
45.	74	The System must allow the Business User to generate System predefined determination reasoning.	Complete
46.	New-001	Parties completing fact finding questionnaire online must be able to attach supporting documents.	Complete
47.	New-004	The system will associate each issue with one claimant	Complete
48.	New-013	The system will use business rules to determine whether the issue can be opened based on age of the claim.	Complete
49.	New-014	The system must provide staff with the ability to open issues.	Complete
50.	New-015	When an issue is closed, the system will automatically	Complete

Requirement Status:

		attach the correct program type to the issue.	
51.	New-018	The system must provide the ability for staff to generate follow-up fact finding questions.	Complete
52.	New-020	The system will use business rules, based on fact finding code, to determine what questions need to be asked on fact-finding questionnaires.	Complete
53.	New-029	The system must not allow an issue to be closed without providing all parties appropriate time to respond (appropriate time will be configurable).	Complete
54.	New-031	If no parties have responded to the fact finding questionnaires by the expiration of the deadline, then the system will issue the determination based on existing information.	Complete
55.	New-044	The system must not allow an issue to bypass redetermination and go straight to appeal unless all interested parties have consented.	Complete
56.	New-045	The system must have the ability to delete an issue if fact finding information indicates no issue exists.	Complete
57.	New-047	If an issue is deleted, any open manual work items relating to the issue need to be cancelled.	Complete
58.	New-048	If a monetary redetermination is denied after a non-monetary issue has been opened, then the system will evaluate business rules to determine whether to delete any open non-monetary issues.	Complete
59.	New-051	The system will allow users to indicate that the issue should be referred to fraud for investigation and if so, create a work item (for the fraud unit).	Complete
60.	New-054	The system will allow a business user to review the facts of the case and decide whether a multi-claimant issue exists and if so, create a work item (for the multi-unit).	Complete
61.	New-064	The system will use business rules (based on the fact-finding code and what fact-finding information is still insufficient or incomplete) to determine what additional information is required and generate request for additional information.	Complete
62.	New-065	The system must provide the ability for staff to generate	Complete

Requirement Status:

		requests for additional information for fact-finding issues.	
63.	New-076	If a redetermination is being issued, the system will use business rules to decide whether the result of the redetermination is Affirm, Reverse, or Modify, based on comparison to the previous determination.	Complete
64.	New-078	If the issue is covered by a master release, then the system will use the result specified by the release when adjudicating the issue.	Complete
65.	New-080	The system must have the ability to determine fraud penalties, based on business rules for the fraud issue being adjudicated.	Complete
66.	New-090	The system will allow a user to modify the predefined determination reasoning.	Complete
67.	New-104	If a non-monetary determination is issued which results in the reduction of weeks of entitlement or in a denied claim, the system will reduce entitlement on the claim.	Complete
68.	New-105	If a determination is made that results in a claim employer's reported wages being removed from the claim due to non-covered employment, the system will recompute monetary entitlement on the claim.	Complete
69.	New-106	The system must be able to transfer wages (for charging/non-charging purposes) from one employer to another if a claimant is not disqualified for benefits based on a quit to accept recall or new employers (based on business rules).	Complete
70.	New-117	The system will allow a user to create a new multi-claimant issue even if no associated claimants yet exist.	Complete
71.	New-118	The system must allow external users (i.e. employers, third party administrators) to submit a file of employees related to a master release.	Complete
72.	New-119	The system must allow users to generate correspondence to academic institutions to request information regarding school breaks.	Complete
73.	New-120	The system will allow representatives of schools to enter information about their yearly calendar.	Complete
74.	New-125	The system will create a multi-claimant release,	Complete

Requirement Status:

		consisting of the decision and the relevant circumstances and facts.	
75.	New-126	When a master release is created the system must create a work item to identify all open issues associated with the multi-claimant issue.	Complete
76.	New-134	The system will allow for multiple redeterminations to be issued on a single non-monetary issue.	Complete
77.	New-141	The system must allow a user to determine if a late protest/appeal will be allowed.	Complete
78.	New-150	The system will use business rules to determine whether the criteria for referral to the fraud investigation unit have been met and if so, create a work item (for the fraud unit).	Complete
79.	New-162	The system must have the ability to automatically generate payment if an issue is closed and the claimant is found not disqualified or not ineligible and there are no other holds on the weeks payable.	Complete
80.	New-163	The System must determine if a week is affected by a determination.	Complete
81.	New-164	If information regarding pension information is received after the initial Monetary Determination has been created, a new non-monetary issue will be created.	Complete
82.	New-165	In the case of fraud, the system must allow for the termination of a benefit year.	Complete
83.	New-166	When a determination is issued, the system must determine if the chargeable employers will be relieved of charges.	Complete
84.	New-167	The system will not allow a multi-claimant issue to be adjudicated unless the determination is based on a valid master release.	Complete

Additions/Changes/Deletions:

Item #	ID	Description	Comment:
		NONE REMAIN	

Process Flow Status			
Item #	**ID**	**Description**	**Comment:**
1.	2.1.0	Non-Monetary Determinations – High-level Flow	Complete after final review 4/13.
2.	2.1.1	Non-Monetary Determinations – Create Issue	Complete after final review 4/13.
3.	2.1.2	Non-Monetary Determinations – Send Fact Finding	Complete after final review 4/13.
4.	2.1.3	Non-Monetary Determinations – Receive Fact Finding	Complete after final review 4/13.
5.	2.1.4	Non-Monetary Determinations – Review Fact Finding	Complete after final review 4/20.
6.	2.1.5	Non-Monetary Determinations – Issue Determination	Complete after final review 4/13.
7.	2.1.6	Non-Monetary Determinations – Post-Determination Processing	Complete after final review 4/15.
8.	2.1.7	Non-Monetary Determinations – Create Multi-Claimant Release	Complete after final review 4/20.

Narrative Status:			
Item #	**ID**	**Description**	**Comment:**
1.	1	Narrative for Non-Monetary drafted by Jocelyn, revised by David, reviewed by Seth (supervisor) and Carla (peer). Now complete	Complete as of June 4.

Cross Function Issues:		
Item #	**ID** **Description**	**Comment:**
1.	New-005 The system will open a non-monetary issue based on answers to the Eligibility Review Program, questions based on business rules.	Move to Claimant Maintenance, per e-mail on 4/20 from Seth.
2.	New-007 The system will open a non-monetary issue for special programs based on business rules evaluated during review of special program	Move to Special Programs, per e-mail on 4/20 from Seth.

Cross Function Issues:

	documentation and/or data.	
3.	New-009 The System must create an issue if the claimant fails to participate in a required reemployment program (a.k.a. profiling) as directed.	Move to Claimant Maintenance, per e-mail on 4/20 from Seth.
4.	New-011 If the claimant is filing a claim or certifying online and their responses trigger business rules indicating that a non-monetary issue needs to be opened, the system will present the fact-finding questions to them in the course of their current session.	Move to Claims. Move to Certification. Per e-mail on 4/20 from Seth.
5.	New-012 The system will generate a report breaking down the number of open issues by issue code, adjudication level, status, and age of the issue.	Move to Reports, per e-mail on 4/20 from Seth.
6.	38 System must maintain a history (including who made the change) of all activities, levels, issue codes, fact-finding (both questions sent and responses received), (re)determinations, penalties.	Move to General – Audit, per e-mail on 4/20 from Seth.
7.	40 The system must create an issue if the claimant fails to register with Michigan Works Agency.	Move to Certification, per e-mail on 4/20 from Seth.
8.	75 The system must allow a administrative user to maintain the issue and fact finding codes	Move to General – Administrative Utilities, per e-mail on 4/20 from Seth.
9.	76 The system must allow a administrative user to maintain the fact finding questions	Move to General – Administrative Utilities, per e-mail on 4/20 from Seth.
10.	77 The system must allow a administrative user to maintain the system determination logic by issue and fact finding code	Move to General – Administrative Utilities, per e-mail on 4/20 from Seth.
11.	78 The system must allow a administrative user to maintain the determination language by issue and fact finding code	Move to General – Administrative Utilities, per e-mail on 4/20 from Seth.
12.	63 The system must have the ability to recalculate the monetary entitlement to exclude wages for defined periods of time based on	Identified in baseline as to be moved to Monetary. Non-Mon SME's concurred

Cross Function Issues:

	certain types of employment:	on 4/22.
13.	64 Professional athletes – if the claimant is defined as a professional athlete, no base period employment can be used to calculate the monetary entitlement during the defined period.	Identified in baseline as to be moved to Monetary. Non-Mon SME's concurred on 4/22.
14.	65 Employees of public or nonprofit educational institutions – if the claimant is defined as an employee of public or nonprofit educational institutions, wages earned as an employee of educational institutions cannot be used to calculate the monetary entitlement during the defined period.	Identified in baseline as to be moved to Monetary. Non-Mon SME's concurred on 4/22.
15.	66 School Crossing Guards – if the claimant is defined as school crossing guard, wages earned as a school crossing guard cannot be used to calculate the monetary entitlement during the defined period.	Identified in baseline as to be moved to Monetary. Non-Mon SME's concurred on 4/22.
16.	67 School Bus Drivers – if the claimant is defined as school bus driver, wages earned as a school bus driver cannot be used to calculate the monetary entitlement during the defined period.	Identified in baseline as to be moved to Monetary. Non-Mon SME's concurred on 4/22.
17.	68 Employees of Educational Service Agencies – if the claimant is defined as an employee of an educational service agency, wages earned as an employee of the educational service agency cannot be used to calculate the monetary entitlement during the defined period.	Identified in baseline as to be moved to Monetary. Non-Mon SME's concurred on 4/22.
18.	69 Employees of Seasonal Employers – if the claimant is defined as a seasonal employee, wages earned with the seasonal employer cannot be used to calculate the monetary entitlement during the defined period.	Identified in baseline as to be moved to Monetary. Non-Mon SME's concurred on 4/22.
19.	49 The system must have the ability to automatically establish restitution for weeks paid during the period of disqualification or ineligibility if the claimant is found disqualified or ineligible. The restitution will be inactive until all protest periods/appeals have expired.	Identified in baseline as to be moved to Overpayments. Non-Mon SME's concurred on 4/22.
20.	50 The System must determine if a week affected by a determination is pending or must be adjusted.	Identified in baseline as to be moved to Payments. Non-Mon SME's concurred on 4/22.

Cross Function Issues:		
21.	New-104 If a non-monetary determination is issued which results in the reduction of weeks of entitlement or in a denied claim, the system will reduce entitlement on the claim.	Cross-reference between MonDet and NonMon (initially identified by MonDet). Accepted by NonMon 4/22.
22.	New-105 If a determination is made that results in a claim employer's reported wages being removed from the claim due to non-covered employment, the system will ecomputed monetary entitlement on the claim.	Cross-reference between MonDet and NonMon (initially identified by MonDet). Accepted by NonMon 4/22.
23.	New-106 The system must be able to transfer wages (for charging/non-charging purposes) from one employer to another if a claimant is not disqualified for benefits based on a quit to accept recall or new employers (based on business rules).	Cross-reference between MonDet and NonMon (initially identified by MonDet). Accepted by NonMon 4/22.
24.	48 The system must have the ability to automatically generate payment if an issue is closed and the claimant is found not disqualified or not ineligible and there are no other holds on the weeks payable.	Identified in baseline as to be moved to Payments. Non-Mon SME's concurred on 4/22.
25.	9 If an issue is established, the system will determine whether to place the necessary holds on payment based on business rules.	Cross-reference to Payments. Approved by oversight in e-mail from Jim 5/12.
26.	12 The system will generate an employer fact finding questionnaire(s) to issues opened independent of the claims filing or certification processes with questions specific to the issue that was created attached to the involved employer.	Cross-reference to Correspondence. Approved by oversight in e-mail from Jim 5/12.
27.	New-047 If an issue is deleted, any open manual work items relating to the issue need to be cancelled.	Cross-reference to Workflow. Approved by oversight in e-mail from Jim 5/12.
28.	New-048 If a monetary redetermination is denied after a non-monetary issue has been opened, then the system will evaluate business rules to determine whether to delete any open non-monetary issues.	Cross-reference to Monetary Determinations. Approved by oversight in e-mail from Jim 5/12.
29.	New-150 The system will use business rules to determine whether the criteria for referral to the fraud investigation unit have been met and if so, create a	Cross-reference to Workflow. Approved by oversight in

Cross Function Issues:		
	work item (for the fraud unit).	e-mail from Jim 5/12.
30.	New-051 The system will allow users to indicate that the issue should be referred to fraud for investigation and if so, create a work item (for the fraud unit).	Cross-reference to Workflow. Approved by oversight in e-mail from Jim 5/12.
31.	New-054 The system will allow a business user to review the facts of the case and decide whether a multi-claimant issue exists and if so, create a work item (for the multi-unit).	Cross-reference to Workflow. Approved by oversight in e-mail from Jim 5/12.
32.	New-064 The system will use business rules (based on the fact-finding code and what fact-finding information is still insufficient or incomplete) to determine what additional information is required and generate request for additional information.	Cross-reference to Correspondence. Approved by oversight in e-mail from Jim 5/12.
33.	4 The system must determine the issue and circumstance based on information collected on the issue. (e.g., if issue code is 'Misconduct', user must be able to indicate the circumstance such as poor performance or violation of company policy).	Cross-reference to Claims and Certification. Approved by oversight in e-mail from Jim 5/12.
34.	11 The system will generate a claimant fact finding questionnaire(s) to issues opened independent of the claims filing or certification processes with questions specific to the issue that was created.	Cross-reference to Correspondence. Indicated in initial baselined requirements.
35.	61 The system must have the ability to enter and store the mail date of the nonmonetary determination, how it was generated and an image of the determination at the point in which the determination is mailed.	Cross-reference to Correspondence and General. Indicated in initial baselined requirements.
36.	25 The system must determine if an Employer/Claimant protest is timely.	Cross-reference to Appeals/Protests. Indicated in initial baselined requirements.
37.	New-117 The system will allow a user to create a new multi-claimant issue even if no associated claimants yet exist.	Cross-reference to Claims. Approved by oversight 5/27.
38.	New-119 The system must allow users to generate correspondence to academic	Cross-reference to Correspondence.

Cross Function Issues:

	institutions to request information regarding school breaks.	Approved by oversight 5/27.
39.	New-120 The system will allow representatives of schools to enter information about their yearly calendar.	Cross-reference to Employer Maintenance. Approved by oversight 5/27.
40.	New-126 When a master release is created the system must create a work item to identify all open issues associated with the multi-claimant issue.	Cross-reference to Workflow. Approved by oversight 5/27.
41.	New-065 The system must provide the ability for staff to generate requests for additional information for fact-finding issues.	Cross-reference to Correspondence. Cross-ref approved 5/12, wording of requirement change approved 5/27.
42.	New-080 The system must have the ability to determine fraud penalties, based on business rules for the fraud issue being adjudicated.	Cross-reference to Overpayments. Approved by oversight 5/27.

Parking Lot Items:

Item #	ID Description	Comment:
1.	When we get to discussing "Post-Determination Processing," we need to make sure to address "Redeterminations"	DONE 4/13
2.	There have been past discussions about adding a new result of "Partially Ineligible" or "PIN". Is it simpler to do that or to keep the existing four results but allow for penalties to be associated with a result of "Not Ineligible" or "NIN"?	Does not need to be addressed until detailed requirements.

Action Items

Item #	Description	Assign to:	Targeted Completion Date
1.	Define "Redeterminations"	Jocelyn	4/5/10 CLOSED. Incorporated in process flows and reqs.
2.	Review process charts created based on April 1	David	4/5/10

Action Items

	meeting and identify any additional cross-functional issues		CLOSED
3.	Work with QA - Cross-Match team to define framework for identifying cross-match exceptions and simplifying creation of non-mon issues	Jocelyn	4/8/10 CLOSED (see cross-functional issue 9)
4.	Determine process for reviewing/signing-off intermediate deliverables (such as high-level process flows)	David	4/8/10 CLOSED – will be handled later.
5.	Determine where to put (and how to update) a project wide glossary and key to abbreviations.	David	4/9/10 CLOSED – posted on TeamCSG Portal.
6.	The multi-claimant group today issues "releases" which are essentially templates for determinations that can be used any time a determination is required on the same set of facts. Is there any reason to preserve this concept of releases, or would it suffice to make a determination and then be able to use an existing determination if additional claims come up with the same set of facts? UPDATE 4/14 - Need to preserve "releases". David and Jocelyn will work with Shirley S. to define process for creating multi-claimant releases. Once that's done, we'll review existing Non-Mon flows to make sure they fit together.	Jocelyn	4/20/10 CLOSED – added process 2.1.7 to handle creating releases, added appropriate other requirements
7.	How will we document status transitions?	David	4/20/10 CLOSED – per discussion with Jim, requirements will introduce concept of status, and there may be some business rules that use status, but we won't identify specific statuses now.
8.	Is there a legal need to keep companion issues, with all the implications that linked issues bring along?	Jocelyn	4/22/10 CLOSED. Per feedback from Sue, there is no legal need. 4/26 session will identify what changes need to be made to our requirements.
9.	Make sure claims area handles alien registration number check against Homeland Security.	David	Originally identified 4/1. CLOSED.

Action Items			
	Need to handle variations depending on whether response comes back in a timely manner, and whether response is that number is good or bad.		Per Jim on 4/22, Claims has this covered.
10.	Non-mon team hopes that claims area will be able to prevent creating issues on claims that are denied. Currently, a non-mon staffer has to manually delete issues, working against a report of denied claims.	David	Originally identified 4/1. CLOSED. Per Jim on 4/22, Claims has this covered.
11.	Non-mon team hopes that claims area will be able to determine whether rework has been satisfied by comparing actual rework to rework required based on claimant's WBA (rather than maximum rework amount) Currently, unnecessary non-mon issues are being opened when actual rework is greater than rework required based on claimant's WBA but less than maximum rework amount (and therefore rework requirement has really been satisfied).	David	Originally identified 4/1. CLOSED. Per Jim on 4/22, Claims has this covered.
12.	Correspondence (or possibly Employer Registration and Claims) needs to provide the ability for employers and claimants to indicate a preference for receiving communications online.	David	Originally identified 4/1. CLOSED. Per Jim on 4/22, Claimant and Employer Maintenance have this covered.
13.	Suggestion for Quarterly Reporting (Wage and Tax) – to capture separation information on employer's quarterly reports, and therefore have data available in UIA systems to accelerate review of some separation issues. (Wish list item identified by Non-mon team.)	David	Originally identified 4/1. CLOSED. Per Jim on 4/22, Quarterly Reporting should cover this. David e-mailed Kathy to make sure it's included.
14.	Multiple other areas need the ability to create non-mon issues – in particular: Claims, Certification, Protests/Appeals. Claims and Certifications opening non-mon issues will be based on business rules. Protests/Appeals resulting in new non-mon issues will require a manual review.	David	Originally identified 4/6. CLOSED. Covered in requirements.
15.	We are assuming that the Claims area will create a single issue in case of a multi-claimant issue. In other words, Claims will only pass to Non-Mon a single issue, whether it relates to one claimant or	David	Originally identified 4/6. CLOSED. Covered in requirements.

Action Items

	multiple claimants.		
16.	Clearly we need the functionality for an external party responding to a fact-finding questionnaire to be able to complete the questionnaire online. How should we document this? My recommendation is that the primary requirement (which I think should be placed in Non-Mons, since that owns the generation and receipt of fact-finding) should be that the system must allow external parties to complete fact-finding questionnaires onlines. Secondary requirements, which would be in other functional areas but cross-reference to non-mon, could be things like: As part of the claims process, a claimant must be able to complete online any fact-finding questionnaires generated as a result of any non-monetary issues raised by the circumstances of their claim.	David	Originally identified in discussions 4/7. CLOSED. Covered in requirements.
17.	In debriefing with Jocelyn after April 7 cross-matching session, it sounds like there's some overlap between how the cross-matching group sees its functionality and how the Non-Mon group has defined its process. Today, the cross-matching group performs the same functions that we envision as part of Non-Mon (including opening the issue, fact finding, reviewing fact finding, issuing determination and redetermination), but they are much more manual today than the mainstream non-mon process.	David	(Generated as a result of Action Item 3). Discussion on 4/9 made clear that a meeting involving both groups needs to happen. CLOSED. Several follow-up discussions have resolved that: Cross-matching is responsible for identifying the issue, but then it is handed off to non-mon process for fact-finding and adjudication. Workflow will have to handle making sure that the right group of people handles any issues that are raised by cross-matching.
18.	Once non-mon has been adjudicated, claims and payment should take over automatically.	David	Originally identified in 4/8 session. CLOSED. Per Jim on 4/22, we have documented this adequately and it is consistent with how functions are each handling their piece.
19.	How do we want to handle the question of	David	Originally identified in 4/8 session.

Action Items

	whether workflow should be push or pull? Is there a global decision, or does each process make its own decision? Or is this just something we're not worrying about now?		CLOSED. Resolved in 4/9 cross-functional discussion – it will be determined later and by workflow group.
20	Currently some portion of payments fail for various reasons (e.g., wrong employer account number used, old flag not cleared, indefinite stop on a previous claim). Does the payments area need to include a way to deal with these failures proactively? Or does some other group need to add such functionality?	David	Originally identified in 4/8 session. CLOSED. Per Jim on 4/22, we can be confident that the new system will solve the underlying data issues that allow problems like this to happen in the first place.
21	Do we need to create requirements for a global view of the history around a claim and all the associated issues, protests, and appeals? Or is some other functional group doing this? Or is it going to be handled later, in detailed requirements?	David	Originally identified in 4/13 session. CLOSED. Per Jim on 4/22, Claimant Maintenance has this covered.
22	Does the "correspondence" functional group handle evaluating all inbound communications? If not, where is the handoff to other functional areas?	David	Originally identified in 4/13 session. CLOSED. Per Jim on 4/22, Correspondence has this covered.
23	Question for the group that will be covering fraud: Under the current process, when an issue is referred to the fraud unit for further investigation, the existing issue is deleted (it seems this is largely to keep the backlog reports clean). From the non-mon team's perspective, it would be desirable to keep the issue open as long as some flag can be set to exclude it from backlog reports. Is there any reason that the fraud team would object to leaving the original issue open?	David	Originally identified in 4/13 session. CLOSED Per e-mail from Todd Kangas on 4/21, there is no business requirement to delete the issue. Therefore we will move forward assuming issue remains open. Confirmed in e-mail from Sue Easton 4/26. Any more details to be covered in detailed requirements.
24	Question – Will the Correspondence function (or some other function than Non-Mon) review all inbound communications and be able to determine that an item received is a protest of an existing Non-Mon? What requirements do we need to cover for this case?	David	Originally raised 4/15. CLOSED. Duplicate of 22 above (covered by Correspondence).

Action Items			
25.	Will the Claims area handle reviewing requests for Preservation of Benefit Entitlement (PBE) when there is no existing claim?	Jocelyn	Originally raised 4/20. CLOSED. Per e-mail from Carla, Claimant Maintenance will handle this.
26.	Is it desirable to have the multi-claimant unit do additional follow-up if responses to fact-finding are not received within the 10 day deadline? Or should they be treated like other issues?	Jocelyn	Originally raised 4/20. CLOSED. Based on e-mail from Anita Friday, this is necessary. Based on discussions with Jim Mahony (and requirements for using business rules to manage deadlines), no additional requirements are required.
27.	The current practice is that issues are deleted when they are sent to the fraud investigation unit. Is that desirable in the new system? There was some discussion of this when Clay was in our sessions last week, but we didn't document any resolution.	Jocelyn	Originally raised 4/20. CLOSED. Duplicate of 23 (see above).
28.	Do we need to document a requirement for spell-checking (in particular, relating to completing the free basis for the determination)?	David	Originally raised 4/22. CLOSED. Per Jim on 4/23, we can assume this will be a piece of functionality covered by General requirements.
29.	If the result of a non-mon determination concludes that the benefit year needs to be terminated (in a case of fraud), which piece of the system will be responsible for determining whether a new claim can be established (for example, if there is new income from quarters after the terminated year)?	David	Originally raised 4/22. CLOSED. Per Jim on 4/23, we should create a new requirement to address this within Non-Mon.

Next Steps:

Item #	Description	Comment:
1.	Complete narratives	Done
2.	Incorporate any feedback from oversight group into requirements	Done